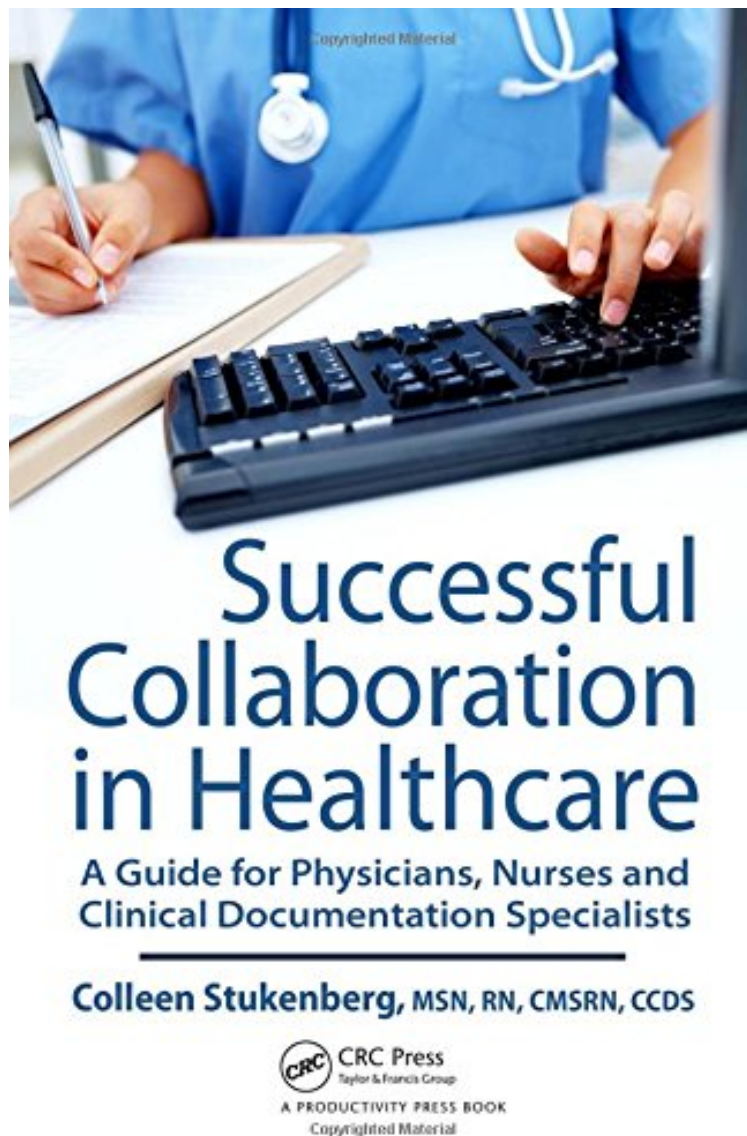


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Successful Collaboration in Healthcare: A Guide for Physicians, Nurses and Clinical Documentation Specialists

Colleen M. Stukenberg

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Colleen M. Stukenberg : Successful Collaboration in Healthcare: A Guide for Physicians, Nurses and Clinical Documentation Specialists before purchasing it in order to gage whether or not it would be worth my time, and all praised Successful Collaboration in Healthcare: A Guide for Physicians, Nurses and Clinical Documentation Specialists:

2 of 2 people found the following review helpful. A Must Read for Today's Physicians, Nurses, and Hospital Leaders! By Bob G. Medicine, and especially hospital medicine has changed dramatically in recent years thanks to transparency created by the Internet and to the purchasing power of insurance companies and the government. To prosper and even survive, hospitals must have effective collaboration between their physicians and their nurses and their administration. This book tells you how. In a well written and well organized fashion, the author teaches how to build trust and communication, which is a vital prerequisite for not only optimal patient care, but also optimal documentation of that care in the medical record. All U.S. hospitals are being held to higher standards, and this book will help them do it. 2 of 2 people found the following review helpful. Must Read for Healthcare Leaders By K. Cohn I moved *Successful Collaboration in Healthcare: A Guide for Physicians, Nurses, and Clinical Documentation Specialists* to the top of my list of books to read. The most valuable clinical insights that I have learned have come from interactions with nurses. I liked what she wrote about communication differences (p.20): Whereas nurses may focus more on the person and patient knowledge bases, physicians may concentrate on the case knowledge.... Although all three aspects may be important when considering the patient's plan of care, the person considering one set of knowledge may not think the other set of knowledge is as important.... Although the physician and the nurse may focus on different aspects, their ability to collaborate for the benefit of the patient should not be affected. Ms. Stukenberg's analysis of the role that physicians and nurses can play regarding financial issues also intrigued me (p.36-37). For example, reimbursement can nearly double if pneumonia and a urinary tract infection (UTI) that was present on admission cause a major complication in an elderly patient. Ms. Stukenberg wrote that clinical documentation improvement programs are in their infancy and represent a source of competitive advantage for hospitals that are willing to invest in improving documentation and care processes. There are a number of benefits of investing in improved clinical processes: - RAC (recovery audit contractors): Being proactive regarding documentation criteria for admission avoids the need to payback money already spent on patient care - Improving transitions of care: approximately 80% of readmissions within 30 days of discharge are preventable - ICD10 implementation: By 2013, providers will need to use a more detailed coding system; it is not too early to develop systems that facilitate adoption of the new standard - Public reporting: in an age of increased transparency and scrutiny, doing processes correctly the first time can improve clinical and financial outcomes and build an organization's credibility and brand recognition This 113-page book is loaded with practical strategies for improving healthcare collaboration and clinical and financial outcomes. I believe that it is a must-read for middle-level and senior healthcare leaders in this era of healthcare reform. Kenneth H. Cohn, M.D., MBA, author of *Better Communication for Better Care: Mastering Physician-Administration Collaboration and Collaborate for Success! Breakthrough Strategies for Engaging Physicians, Nurses, and Hospital Executives*, [...]

This critically acclaimed work makes the case for collaboration and shows that it can be greatly enhanced with conscious understanding and systematic effort. As a healthcare specialist who has worn many hats from direct care giver to case manager to documentation specialist, Colleen Stukenberg is able to show how to build trust and communication and demonstrates specific opportunities where collaboration can make all the difference. Identify ways that quality of care and financial factors overlap and the advantages that can be garnered through an understanding of this. Explain how those in different roles view information through different types of knowledge and how an understanding of each perspective makes it easier to find the best source for important answers. Discuss the education and ever-increasing role of the clinical documentation specialist who is often involved in all facets of a patient's progress, from intake and admission right up through discharge. As the author points out, good healthcare is dependent on the right person performing the right role, which promotes excellent collaboration. And when people are allowed to function in their proper roles, job satisfaction increases, which in itself leads to better attitudes, which then leads to even deeper levels of collaboration and with it, the successful promotion of safe, quality care.

With the rising importance of health care information, this book provides a broad but detailed overview of the role of the clinical documentation specialist (CDS). The author, who has more than 20 years of nursing experience, portrays the role of nursing with accuracy and acumen. Her publication is unique, as evidenced by my literature search, which uncovered only two articles on the topic of the CDS. This book provides not only a comprehensive description of the CDS role, but also an excellent overview of the financial aspects of health care, especially coding and accurate diagnosis-related group (DRG) classification. Overall, this book is an excellent resource for all clinicians who relate to the issues in health care that affect safe and quality patient care, the key word being collaboration. Donna L. Baker, MS, APRN, ACNS-BC, CNOR, Medical Science Liaison Baxter Healthcare, in *AORN Journal*, Vol. 92, No. 6, December 2010 Colleen Stukenberg writes from the perspective of one who has been there and done that. She is a skilled teacher who shares lessons she has learned in the trenches. Beth Gale, RN, BSN Colleen has successfully navigated the clinical and front-end-revenue cycle job market over the last 20 years. Her acute care nursing, case management, and long-term care experience has built a well rounded and solid foundation for our Clinical Documentation program. Her vast knowledge and know-how has actualized one of the more successful

documentation programs in the industry with the financial gains in a rural hospital rivaling major urban medical centers. Colleen is definitely an authority on Clinical Documentation programs and has much to share with her peers. Tamar Gorenjuk, MBA, RHIA, Director, HIM Resource Management, Freeport Health Network Colleen is a recognized expert in the field of Clinical Documentation Improvement (CDI). Anyone interested in implementing a successful Clinical Documentation Improvement Program should read this book before starting the process. Never before has this valuable information been presented in one, all-encompassing reference. The material covered in this book will help executives make informed choices about whether or not to hire a consulting firm and if so, which firm will best meet their needs. Colleen's perspective and experience implementing a CDI program provides the reader with time-tested tools of the trade and advice that will help guide new CDI Programs to excellence while avoiding the common challenges faced by faltering CDI Programs. Lynne Spryszak, RN, CCDS, CPC-A, Manager, Precyse Solutions, LLC About the Author MSN, RN, CMSRN, Clinical Documentation Management Specialist FHN Memorial Hospital